

CHUCK e. FOCUS

Week 11 – March 22, 2019

Top Sales Spotlight

Company wide:

	Restaurant	2018	2019	YOY
1.	Topeka, KS #961	\$17,970	\$34,267	90.7%
2.	Hattiesburg, MS #566	\$44,692	\$76,454	66.8%
3.	Wichita, KS #962	\$40,493	\$63,707	57.3%
4.	King of Prussia, PA #543	\$25,642	\$36,747	43.3%
5.	Janesville, WI #728	\$19,080	\$27,255	42.8%
6.	Townson, MD #775	\$41,992	\$59,821	42.5%
7.	Springfield, OH #938	\$22,260	\$31,638	42.1%
8.	Brookfield, WI #841	\$33,276	\$46,927	41.0%
9.	Doylestown, PA #762	\$20,909	\$29,033	38.8%
10.	Bowling Green, KY #567	\$21,612	\$29,485	36.4%

Tesser Re-Models:

1.	Houston, TX #032	\$44,692	\$76,454	71.1%
2.	Grand Rapids, MI #828	\$40,377	\$57,812	43.2%
3.	Indy Castleton, IN #096	\$36,088	\$50,965	41.2%
4.	Lake Charles, LA #709	\$26,014	\$36,334	39.7%
5.	Paducah, KY #113	\$27,143	\$37,455	38.0%



Week 1 Basketball tournaments are well underway, last day to submit the name of the winner in your restaurant is Monday, March 25th using the following link:

<https://www.surveymonkey.com/r/cecmarchmadnessweek1>

Week 2: Creative Dessert Contest

Putting the "Sweet" in 'Sweet 16'

Who: Your restaurant will work as a team to come up with your most creative dessert recipe!

When: March 25th – 31st

Where: Your kitchen!

What do you get: 1 restaurant in each district will receive a \$50 gift certificate for a team party!

Why: Dessert is **DELICIOUS**, and of course, to **HAVE FUN!**

For all the fun week 2 details, check out the communication sent out by L&D!

a&b moments...

Tonight we took our daughter to Chuck E. Cheese. I just wanted to express my gratitude to the awesome employees that you have working there, especially whoever was Chuck E. Our daughter has cerebral palsy. She loves to dance. So when Chuck E. came around to gather up kids to dance, my daughter was so excited so we followed. Unfortunately because of her disability we couldn't stay long. But what almost brought me to tears is after the dance he came up to her and sat with her. **This totally made her night.** We have her on video and since we left she must have watched a hundred times already. I just want them to know that **this little act of kindness went a long way.** It will be a night my daughter will remember. Thank you!

Western Region ~ Las Vegas SE, NV #311 ~ RVP Jim Brawley ~ DM Louis Deignan ~ GM Leonor Alvarez

I have to give props to the guy who was working to check everyone in. I was there from 5-8PM. I've been to Chuck E. Cheese a million times and never saw a Kid Check worker make sure no child leave without the proper person the way he did. He made sure, it was actually amazing, enough for me to email you all. Y'all have to give him recognition. I wish I got his name but he was on the post the whole time and almost chased a kid out the door because they were too fast. **He did a great job.**

Northeast Region ~ Baltimore, MD #412 ~ RVP Chris Kelly ~ DM Michael Svoboda ~ GM Alonzo Brewer



I just wanted to let you know what a fantastic time me and my little ones had at the location in Kennesaw, GA. We wanted to let you know how awesome the Manager Dave was. We've been coming here for years and **he is always there with a smile.** He's very helpful and **goes out of his way to make the kids feel special.** He is amazing! Just wanted to let you know our family really enjoys this location.

Southeast Region ~ Kennesaw, GA #117 ~ RVP Bill Eich ~ DM Joe Risnear ~ GM Louis Vilsaint ~ Sr. Asst. Manager Dave Potts

anniversaries

20+ YEARS

25 YEARS

Maria Amaya

Core Cast Member ~ 084

25 YEARS

Pedro Sanchez

Tech Manager ~ 596

20 YEARS

Andy Millan

Tech Manager ~ 447

15 YEARS

Jeffrey Morgan ~ 521

5 YEARS

Anthony Posante ~ 111

Marie Mobuary ~ 474

PIN earners



Congratulations to team Los Angeles #634 as they award their first Ruby Pin earner, Matthew Brown! Matthew joined the Chuck E. family 7 months ago, and is already known as 'The Man, The Myth, The Legend'. You will always find Matthew with a smile on his face, and always making sure that every birthday star has an unforgettable party. Thank you Matthew, for all you do. Your Ruby Pin is very much deserved!

~ Matthew was wonderful and accommodating to my son, who is special needs. ~

~ Adrian, the Manager took care of us well together with his team. Kudos to Matthew, he patiently hosted us despite the late start due to guests showing up late. My son and friends had a blast. Overall we are well satisfied and would definitely recommend this store for birthday parties. ~

~ We made an error in booking our party, but Matthew, Yareli, and Melissa came through and saved our party. They re-arranged a couple tables and had us ready in time for our guests to arrive. They went above & beyond, made us feel welcome, and never once made us feel bad about our error. Fantastic guest service, you can tell this is a very well run store. We will be back! ~

Congratulations to Lacey Dover, the next Ruby Pin earner for team Metairie #716! Lacey joined the Chuck E. family 6 months ago, and is a star through and through. She is always set up and ready to go so she can make it a special day for the birthday child. Lacey is dedicated to providing guest service and a memorable, stress free experience for mom and dad. Thank you Lacey, for all you do. Your Ruby Pin is very much deserved!

~ Lacey was a great hostess she is the best ever, she made the party even better. ~

~ Extremely great, Lacey was amazing. ~

~ Lacey was wonderful and very attentive. I will be back again. ~

~ My Party Hostess Lacey was awesome! ~



Congratulations to Amanda Troth, the next Ruby Pin earner for team Newington #470! Amanda joined the Chuck E. family 6 months ago, and has been going strong ever since. You will always find Amanda making sure her party parents are 100% happy with everything in their party and making sure they do not have to do any work. She is always making sure the birthday star is having the time of their life. Thank you Amanda for all you do, your Ruby Pin is very much deserved.

~ The hostess was very efficient and always around being helpful to the birthday girl, her friends and guests. It was a great party! ~

~ Great experience Amanda was awesome extremely helpful and friendly. ~

Congratulations to Saimar Cortes, our next Ruby Pin earner for team Springfield #476! Saimar joined the Chuck E. family 1 ½ years ago and has steadily been rising in the ranks from the beginning. She is constantly checking in on her parties, making sure the parent doesn't have to do anything and making sure they are satisfied. She is dedicated to ensure every party she hosts is a perfect 10. Thank you Saimar for all you do, your Ruby Pin is very much deserved.

~ Saimar was amazing, thank you! ~

~ Sai was very very helpful and awesome. Loved her service, thank you! ~





CHUCK E.
LEARNING

2ND QUARTER LTO

Menu Extender

The product speaks for itself!
Introducing the Q2 LTO – Unicorn Churros!

For all the details regarding this exciting new LTO, please refer to the communication sent out by the Learning & Development Department.

Register Topper and DMB
advertisement

Unicorn
CHURROS

Dusted with cherry, sour apple, and
blue raspberry sugar – a true fantasy!

\$3.99



PURCHASING

ROCK N' PIZZA ROLL BOXES

HEADS UP!

Rock N' Pizza Roll boxes will be drop shipped to everyone (excluding Canada) the first week of April. Even though this item will no longer be on your menu, you will still be able to sell one if a guest asks for it. (and it may come back too!)

If you have any questions, please reach out to purchasing@cecenterentertainment.com



RISK
MANAGEMENT

RISK management

Tip of the Week:

Prepare for emergencies:

- Have an evacuation plan
- Know what to tell your guests
- Know where to meet in the case of an evacuation



FACILITIES

REPORTING a/c Issues

With warm weather approaching, HVAC units can fight to keep the kitchen cool. This can cause kitchen equipment to struggle to stay cool.

To help prevent emergency calls and overtime charges, submit a work order for your HVAC issues *immediately* upon discovering an issue. This will save money and will minimize guest complaints around the restaurant temperature.

Make sure your gaskets are in good condition and coils are clean. This helps the kitchen equipment to work and stay cool more efficiently.



MERCH

merch ORDER Day

A friendly reminder:

Please place your DFI order **NO LATER** than 12:00 Noon (local time) on your order day.

There have been a large amount of late orders in the system recently and DFI is not equipped to handle late orders, needing to eliminate making suggestions. If orders are received late, they will be delivered as an order for the following week.

If you are unsure of your order day, please reach out to merchandise@cecenterentertainment.com



BENEFITS

24 HOUR FITNESS



GET YOUR FIRST MONTH FREE WHEN YOU JOIN TODAY!



Join 24 Hour Fitness between **March 18, 2019 – March 31, 2019** and get your FIRST MONTH FREE with your Corporate Membership Discount!

Already a member? [Add your Family & Friends](#) today and they can receive their FIRST MONTH FREE!

Not ready to join just yet? No problem! Register for a [7-day gym pass](#) to try out the club of your choice before joining.

To take advantage of this offer, contact your dedicated Account Manager, Drea Johnson for a unique promo code:

djohnson@24hourfit.com or 626 720 7052

Offer valid March 18, 2019 – March 31, 2019 (No Exceptions)

Corporate ID: 111852
Annual Fee: \$49.99
Dues/Month: Starting at \$28.99 & up



OPERATIONS

Team2 CERTIFIED

District D ~ DM Daniel Smoote
District V ~ DM Maurice Chandler



CHUCK E. LEARNING

AOI Updates

AOI updates are here!

Head to sharepoint today to see all of your updated materials

[Chuck E. Learning – AOI Folder](#)

For further details regarding all updates that have been made, check out the email communication sent out by L&D



OPERATIONS

Name BADGE OF PRIDE

Pre-Game Warm-Up

The creative name badges are coming in, check out some of the entries from this week!



Name badge creations will be featured in the Focus over the next several weeks, so be sure and send yours in to myfavoritfun@cecentertainment.com

CHUCK E. CHEESE'S HOT JOBS



General Manager

834 ~ Edmonton, AB	709 ~ Lake Charles, LA
049 ~ Lancaster, CA	798 ~ Rochester, MN
378 ~ Laguna Hills, CA	311 ~ Las Vegas Eastern Ave, NV
410 ~ Sacramento, CA	653 ~ Yonkers, NY
765 ~ Lemon Grove, CA	840 ~ Amherst, NY
115 ~ Littleton, CO	738 ~ Sharonville, OH
349 ~ Batavia, IL	856 ~ Waco, TX
688 ~ Arlington Hts, IL	652 ~ Richmond, VA
346 ~ Indy Greenwood, IN	843 ~ West Allis, WI
963 ~ Lexington, KY	

District Manager

District Tech Manager Oklahoma City, OK #888
Latin American Operations Consultant

Tech Manager

671 ~ Little Rock, AR	615 ~ Fayetteville, GA	537 ~ Monroeville, PA
108 ~ Redwood City, CA	073 ~ Matteson, IL	539 ~ Reading, PA
325 ~ Fullerton, CA	670 ~ Columbus, IN	055 ~ Knoxville, TN
414 ~ Murrieta, CA	401 ~ Gaithersburg, MD	970 ~ Memphis, TN
761 ~ Santa Maria, CA	478 ~ Danvers, MA	031 ~ Tyler, TX
784 ~ Vista, CA	713 ~ Southgate, MI	035 ~ Lewisville, TX
711 ~ Superior, Co	568 ~ Lincoln, NE	580 ~ Valley View, TX
605 ~ Savannah, GA	332 ~ Albuquerque, NM	857 ~ Sherman, TX
612 ~ Athens, GA	561 ~ Cincinnati Colerain, OH	319 ~ Greenbay, WI

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions

interested in a peter piper opportunity?



Tech Manager

Mesquite, TX #1273

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions